

## CLAIMS

I claim:

- 5           1. A message tracking system, comprising:  
          a message tracking monitor operable to monitor one or  
          more ports for tracking information;  
          a message tracking interface coupled to the message  
          tracking monitor and enabled to communicate with one or  
10       more decision support subsystems, the message tracking  
          interface operable to receive tracking information from the  
          message tracking monitor and transfer the tracking  
          information to one or more decision support subsystems,  
          wherein the tracking information is collected and  
15       managed.
2. The message tracking system as claimed in claim 1,  
          wherein the one or more ports include any one or  
          combination of electronic mail address, message tracking  
20       server, access status log, and proprietary message tracking  
          API.
3. The message tracking system as claimed in claim 1,  
          wherein the decision support subsystem includes a decision  
25       support database.
4. The message tracking system as claimed in claim 1,  
          wherein the decision support subsystem includes a decision  
          support application.
- 30       5. The message tracking system as claimed in claim 1,  
          wherein the tracking information includes one or more  
          tracking notifications.

6. The message tracking system as claimed in claim 1, wherein the message tracking interface is operable to access the tracking information stored in a decision support database.

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7. The message tracking system as claimed in claim 1, wherein the message tracking interface is operable to update the tracking information stored in a decision support database.

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8. The message tracking system as claimed in claim 1, wherein the message tracking interface is operable to manage the message tracking monitor.

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9. The message tracking system as claimed in claim 1, wherein the system further includes one or more dynamically pluggable decision support interfaces.

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10. A method for tracking message, comprising:  
monitoring tracking information on one or more ports;  
collecting tracking information from the one or more ports; and  
transmitting the tracking information for handling the tracking information according to a predetermined schema.

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11. The method for tracking messages as claimed in claim 10, wherein the one or more ports include one or more electronic message tracking ports.

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12. The method for tracking messages as claimed in claim 10, further including:  
parsing the tracking information into a record format.

13. The method for tracking messages as claimed in

claim 10, wherein the predetermined schema includes storing in a decision support database.

14. The method for tracking messages as claimed in  
5 claim 10, wherein the predetermined schema includes real time exception handling.

15. The method for tracking messages as claimed in  
claim 10, wherein the transmitting includes transmitting  
10 the tracking information to a decision support subsystem.

16. The method for tracking messages as claimed in  
claim 10, wherein the one or more ports include one or more  
tracking ports.

15 17. The method for tracking messages as claimed in  
claim 10, further including providing analytical reports  
based on the collected tracking information.

20 18. The method for tracking messages as claimed in  
claim 10, wherein the monitoring includes requesting for  
one or more tracking notifications from one or more  
tracking sources.

25 19. The method for tracking messages as claimed in  
claim 10, wherein the monitoring includes accepting one or  
more tracking notifications from one or more tracking  
sources.

30 20. The method for tracking messages as claimed in  
claim 10, wherein the monitoring includes continuously  
monitoring tracking information ports.

21. A program storage device readable by machine,

tangibly embodying a program of instructions executable by the machine to perform method steps of tracking messages, comprising:

- monitoring tracking information on one or more ports;
- 5       collecting tracking information from the one or more ports; and

transmitting the tracking information for handling the tracking information according to a predetermined schema.

- 10       22. A message tracking system, comprising:

a message tracking monitor coupled to one or more message tracking data sources, the message tracking monitor operable to receive tracking information from the one or more message tracking data sources and parse the tracking  
15       information into one or more tracking data records;

a message tracking interface coupled to the message tracking monitor and one or more decision support subsystems, the message tracking interface operable to receive tracking data records and transmit the tracking  
20       data records to the one or more decision support subsystems.

23. The message tracking system as claimed in claim 22, further including:

25       one or more dynamically pluggable decision support interface modules coupled to the message tracking interface and the one or more decision support subsystems, wherein the one or more dynamically pluggable decision support interface modules in response to receiving the one or more  
30       tracking data records from the message tracking interface, transmit the one or more tracking data records to the one or more decision support subsystems.

24. The message tracking system as claimed in claim

22, wherein the tracking information includes message transactions on the Internet.

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